

Tips for a Successful GMAP Session with the Governor

PREPARING FOR THE GMAP SESSION

Print and use the slides your GMAP analyst sends you. The slide numbers have probably changed. The only way you will have the same tab and slide numbers as the leadership team is if you print and use the slides from your GMAP analyst. You will receive a URL link to the official documents at least two days before the GMAP session.

There is not a set amount of time for each agency. Some of the agency-specific topics will need more time than others. We strongly recommend being brief and focusing on the most important points.

If you find errors in your slides after the finals have gone to print, be ready to mention changes during your comments if that slide is discussed. Give new slides to your GMAP analyst; the corrected slides will be posted on the Internet. Please do not bring revised hard copies to the GMAP session.

The GMAP Office will make copies for the audience of the condensed slide packets.

The GMAP Office will run the slide show.

The director or deputy will sit at the director's table. During the GMAP discussion, if you have a key manager that will be answering questions, you may invite him or her to the table at the appropriate time. We'll be sure there is an extra chair, although it might not be next to you. The front rows of the audience will be reserved for staff you might call on for answers.

You can bring as many staff as you'd like to the GMAP session. You can also invite other guests to the session.

TIPS FOR SUCCESS DURING THE SESSION

This is a management conversation, not a presentation. The Governor and the leadership team have read your slides, and have received a briefing on the presentation. Be ready to dig into the data and action plans.

Be nimble! Sometimes the Governor asks the director to begin, but generally she says what she wants to talk about and away you go. From there, it is not unusual to jump back and forth between the slides and to skip a lot of them. It is rare that the conversation goes in order of the slides, and usually only 5 or so are discussed in the GMAP hour.

I can't stress enough to be brief and to-the-point. Try not to ramble in responses.

If the leadership team asks a question about a specific measure or slide, answer the question. Then be ready to express the main point of that slide in one short sentence.

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Focus on your action plans and how they will contribute to performance. Be sure you are specific.

Pay attention to the time and respect the need to leave time for other speakers. We will try to move the leadership team along.

Try to avoid saying something is "complicated." Instead be ready to talk about complex topics in terms that people can grasp.

It's ok to say you'll get back to leadership with an answer if you don't have it handy.

Do make commitments, but don't over-commit "for the next session." Once you make a commitment, you've set an expectation that is hard to get out of. (Many follow-up items can be addressed outside the GMAP forum.)

Use your judgment - in some cases it's ok to say, "no, we can't (or shouldn't) do that." Don't say yes if the request doesn't make sense.

Be ready to talk about issues from the "outside in" (e.g. what the public sees/perceives), and from the "inside out" (e.g. what it looks like from the trenches).

If there are specific ways a particular member of the leadership team can help you reach your targets and goals, this is the time to ask!

Use the data to open the door to a conversation about your analysis and action plans. And remember, the GMAP session is only a small part of the big conversation – it doesn't all have to be said at the forum.

Please be tolerant of leadership members (and GMAP'rs) who are just learning about how your programs work. Learning new things gives people lots of ideas they think might be new, but which you might have tried and found not to be effective long ago. The leadership team trusts in your expertise; they are just trying to be helpful.

Questions are asked in a spirit of trying to understand what the agency does so that the leadership team can help agencies achieve the Governor's goals and to be more informed as public policy is shaped. Lots of questions or requests for different things do not indicate the team members think something is wrong or bad. They are very impressed with the work that you've done to prepare for this session and the work you do every day.